

Public Libraries

MISSION STATEMENT

Public Libraries offer free and equal access to services and resources to assist the people of Montgomery County in finding ideas and information to sustain and enrich their lives. Montgomery County Public Libraries believes in the right of all individuals to learn and to grow. The department values intellectual freedom, quality service, diversity, fairness, professional ethics, and respect for our customers, our community, and ourselves.

BUDGET OVERVIEW

The total recommended FY08 Operating Budget for the Department of Public Libraries is \$41,185,020, an increase of \$2,827,660 or 7.4 percent from the FY07 Approved Budget of \$38,357,360. Personnel Costs comprise 78.9 percent of the budget for 242 full-time positions and 259 part-time positions for 431.8 workyears. Operating Expenses account for the remaining 21.1 percent of the FY08 budget.

Not included in the above recommendation is a total of \$232,110 and 2.2 workyears that are charged to Correction and Rehabilitation, General Fund. The funding and workyears for this item are included in the receiving department's budget.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

HIGHLIGHTS

- ❖ **Expand Sunday hours by one hour at all eight branches with Sunday service.**
- ❖ **Increase funding for the materials collection.**
- ❖ **Open the new Germantown Library in the Spring of 2007.**
- ❖ **Fund a requirements study for the replacement of circulation, cataloging, acquisitions, public printing/copying, and Internet session management.**
- ❖ **Addition of Virtual Library working manager to improve electronic library services.**
- ❖ **Addition of Collection Development working manager to further improve materials collection.**
- ❖ **Productivity Enhancements**
 - **Conversion of all libraries to a more affordable Private Branch Exchange (PBX) telephone system.**

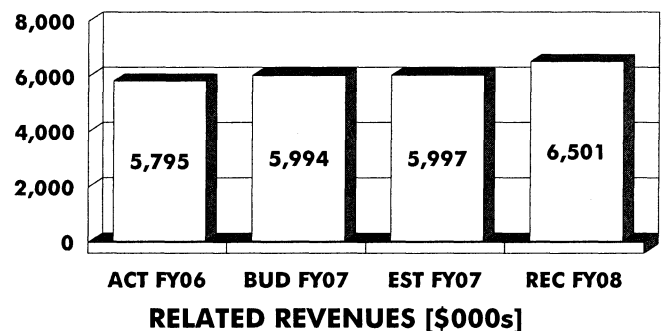
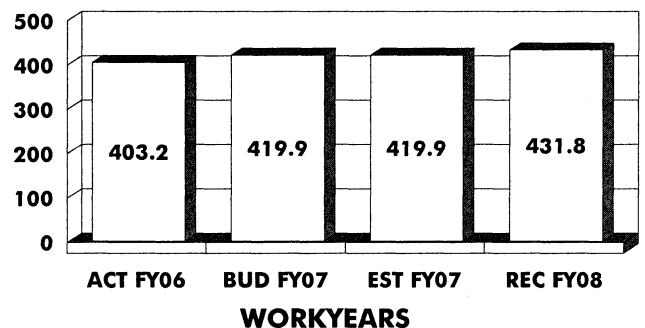
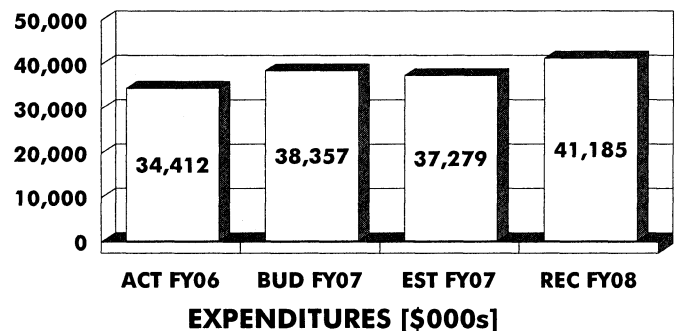
PROGRAM CONTACTS

Contact Eric Carzon of the Department of Public Libraries at 240.777.0048 or Rose Glavinic of the Office of Management

Program Summary

	Expenditures	WYs
Collection Management	8,719,940	28.5
Library Services to the Public	29,081,180	384.5
Administration, Outreach, and Operations Support	3,383,900	18.8
Totals	41,185,020	431.8

Trends



and Budget at 240.777.2769 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

Collection Management

The Division of Collection Management provides for the selection, acquisition, cataloging, processing, and delivery of all library materials. The planning for the inclusion of new formats and the evaluation of collections in relation to community information needs are also primary functions. The division administers, develops, and manages the department's extensive on-line content, in partnership with the Public Services Division. The materials delivery service delivers materials within the system, and between several jurisdictions in the region. The manager of the division is a senior manager in the department, participating in planning and setting policy for the system.

FY08 Recommended Changes

	Expenditures	WYs
FY07 Approved	8,127,460	26.5
FY08 CE Recommended	8,719,940	28.5

Library Services to the Public

Library Services are provided to the public at 20 full-service library branches, plus the Noyes Library for Young Children, the Disability Resources Center (formerly known as the Special Needs Library), the Correctional Facility Library, one Mobile Services Van, and electronically. Services available include: information service for adults and children (available in person, via the Internet, and via telephone); Public Access Catalog for access to the collection and online databases (also available 24 hours per day via the Internet); automated phone and website renewal (24 hours per day, 7 days a week); regularly scheduled programming for preschool-age children to adults; and meeting rooms for public use. A comprehensive collection of materials is maintained to meet customers' interests and needs.

Materials and special services are provided to customers who are less able to use mainstream services and/or materials on a continuing basis, or who have targeted information needs. Specialized services are provided through:

- Children's Resource Collection - A special collection for day care providers is available at the Rockville Library.
- Multicultural Services - Provides an outreach service which encourages the use of the library for English language experience and for information. Collections in Spanish, Chinese, Vietnamese, and Korean are provided in selected branches. Language learning labs with specialized software are provided at certain branches, and library staff facilitate and provide facilities for volunteer conversation clubs which assist residents in practicing their English skills. Library staff throughout the system are also formally certified to provide services in several languages, to better assist residents with limited English proficiency.
- Montgomery County Correctional Facility Library - Provides law materials for inmates, as well as recreational and informational reading materials.

- Literacy Council of Montgomery County - Provides tutorial services for adult beginning readers, which is complemented by adult beginning-to-read materials in many libraries.
- Mobile Services - Provides access to library services by van at selected sites on a weekly or bi-weekly basis, focusing on children in subsidized day care, low-income neighborhoods, and at HOC sites.
- Disability Resources Center (formerly known as the Special Needs Library) - Serves the information and reading needs of people with disabilities, their family members, caretakers, students, and service providers. This library service will move to the new Rockville Library in FY07. Services provided include:
 - the Library of Congress Talking Book Program for People with Visual, Physical, and Learning Disabilities
 - large print books
 - disability resources collection
 - book delivery services to nursing homes and to individuals who are homebound
 - computer lab with assistive technology, including Kurzweil readers for people with learning disabilities and those who have vision impairment
 - library services for the Deaf and Hard of Hearing communities.
- Business/Government Specialties - Located at the Rockville Library, this allows residents, local business persons, and government officials to find information produced by and about government, and information important to business.
- Health Information Center - Located at the Wheaton Library, this Center provides patrons with consumer-oriented health care information, so they can be better informed and can more actively participate in their personal health care.
- Noyes Library for Young Children - Located in the oldest public library building in the Washington area, this library serves as a systemwide resource and model library for early learning and early literacy. It is devoted to service to children.

FY08 Recommended Changes

	Expenditures	WYs
FY07 Approved	26,884,500	375.7
FY08 CE Recommended	29,081,180	384.5

Administration, Outreach, and Operations Support

The Office of the Director oversees strategic planning and evaluation of services, policy development and direction, human resources and personnel, and financial management. The Office of the Director manages relations with the community, Library Board, local library advisory committees, Friends of the Library, and coordination with County government, as well as marketing the department's services. The Business Office manages administrative support functions, including contracts, budget, fiscal administration, revenues, payroll, and supply purchasing.

Public Services Administration oversees the day-to-day operations of the library system. The division is responsible for branch policy and procedure; customer service and program delivery for children, young adults and adults (including Early

Childhood Literacy and Summer Reading); training; evaluation; community outreach; and volunteer services. The division develops the Department's Facilities Strategic Plan and manages facilities issues in coordination with the Department of Public Works and Transportation. Facilities issues include maintenance, as well as development and execution of the department's part of the County Capital Improvements Program. Public Services Administration and the Division of Collection Management partner to provide technical support to the branches and to manage the department's information technology assets, including the circulation control system, Public Access Catalog, and Internet access. Planning for future information technology and the introduction of new services is an ongoing responsibility of those divisions.

FY08 Recommended Changes

	Expenditures	WYs
FY07 Approved	3,345,400	17.7
FY08 CE Recommended	3,383,900	18.8

BUDGET SUMMARY

	Actual FY06	Budget FY07	Estimated FY07	Recommended FY08	% Chg Bud/Rec
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	19,906,055	21,919,120	21,381,140	23,518,420	7.3%
Employee Benefits	7,015,655	8,338,790	7,500,380	8,664,340	3.9%
County General Fund Personnel Costs	26,921,710	30,257,910	28,881,520	32,182,760	6.4%
Operating Expenses	7,243,713	7,957,820	8,253,370	8,584,300	7.9%
Capital Outlay	0	0	0	0	—
County General Fund Expenditures	34,165,423	38,215,730	37,134,890	40,767,060	6.7%
PERSONNEL					
Full-Time	232	236	236	238	0.8%
Part-Time	210	261	261	259	-0.8%
Workyears	400.7	417.9	417.9	427.4	2.3%
REVENUES					
Bethesda Library Parking Meters	6,902	0	0	0	—
Lost Cards	-110	10,000	10,000	10,000	—
Library Collection Agency	0	275,000	275,000	275,000	—
Library Lost Book Fines	73,625	50,000	70,000	70,000	40.0%
Library Meeting Room Reimbursement from CUPF	0	0	10,000	10,000	—
Public Libraries: Retirement	1,648,673	1,639,000	1,639,000	1,639,000	—
Library Fines	1,386,352	1,169,150	1,169,150	1,169,150	—
Library Reader Printer Fees	812	600	600	600	—
Public Libraries: Operations	2,205,314	2,396,390	2,396,390	2,597,232	8.4%
Library Other Fees	28,844	0	12,920	0	—
Sale of Merchandise	0	8,000	8,000	8,000	—
Library Book Sales	43,988	34,000	41,300	34,000	—
Session Mgmt: Libraries	95,707	120,000	120,000	120,000	—
Coin Copier: Libraries	58,344	80,000	80,000	80,000	—
Federal Telcom Act of 1996	0	70,000	21,000	70,000	—
County General Fund Revenues	5,548,451	5,852,140	5,853,360	6,082,982	3.9%
GRANT FUND MCG					
EXPENDITURES					
Salaries and Wages	138,180	102,720	102,820	252,950	146.3%
Employee Benefits	32,888	15,410	15,410	62,130	303.2%
Grant Fund MCG Personnel Costs	171,068	118,130	118,230	315,080	166.7%
Operating Expenses	75,360	23,500	25,500	102,880	337.8%
Capital Outlay	0	0	0	0	—
Grant Fund MCG Expenditures	246,428	141,630	143,730	417,960	195.1%
PERSONNEL					
Full-Time	1	1	1	4	300.0%
Part-Time	1	0	0	0	—
Workyears	2.5	2.0	2.0	4.4	120.0%
REVENUES					
Area Access: Patron Access	59,849	55,000	55,100	55,100	0.2%
Staff Development	8,967	11,500	13,500	13,500	17.4%
Public Services Special Needs DLDs	73,223	0	0	0	—
Library Public Services Special Needs DLDS (F71037)	0	75,130	75,130	81,000	7.8%
Early Reading First	104,153	0	0	0	—
Learning Libraries	236	0	0	0	—
Federal Gang/Youth Prevention	0	0	0	268,360	—
Grant Fund MCG Revenues	246,428	141,630	143,730	417,960	195.1%
DEPARTMENT TOTALS					
Total Expenditures	34,411,851	38,357,360	37,278,620	41,185,020	7.4%
Total Full-Time Positions	233	237	237	242	2.1%
Total Part-Time Positions	211	261	261	259	-0.8%
Total Workyears	403.2	419.9	419.9	431.8	2.8%
Total Revenues	5,794,879	5,993,770	5,997,090	6,500,942	8.5%

FY08 RECOMMENDED CHANGES

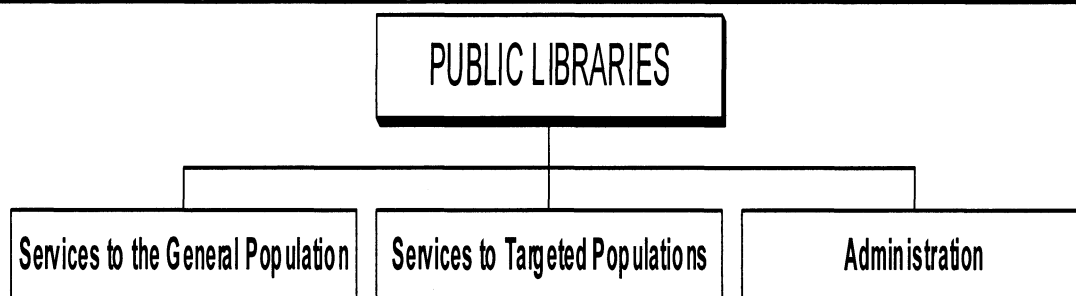
	Expenditures	WYs
COUNTY GENERAL FUND		
FY07 ORIGINAL APPROPRIATION	38,215,730	417.9
<u>Changes (with service impacts)</u>		
Add: Library Circulation System - Procurement/Lifecycle required replacement study [Library Services to the Public]	300,000	0.0
Add: Expand Sunday hours by one hour at all 8 libraries with Sunday service for 33 Sundays/year [Library Services to the Public]	93,440	1.3
Enhance: Manager III - Collection Development team [Collection Management]	47,520	0.4
Enhance: Manager III for Virtual Library [Collection Management]	47,520	0.4
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: General Wage and Service Increment Adjustments	1,300,570	0.0
Increase Cost: Annualization of FY07 Personnel Costs	401,580	0.0
Increase Cost: Materials Collection [Collection Management]	383,980	0.0
Increase Cost: Retirement Rate Adjustment	130,970	0.0
Increase Cost: Labor Contracts - Other	72,440	0.0
Increase Cost: Operational impact of Collection Management move and larger libraries - Library Assistant Supervisor/Driver	41,510	0.5
Increase Cost: Motor Pool Rate Adjustment	39,150	0.0
Increase Cost: Add Pages to larger Germantown and Rockville Libraries	30,100	1.9
Increase Cost: SIRSI Software, additional self-check machines maintenance, annualization of FY07 operating expenses, and contract increase	21,480	0.0
Increase Cost: Sunday Staff for Germantown & Rockville	18,420	0.4
Increase Cost: Interpreter Services	17,000	0.0
Increase Cost: Printing and Mail Adjustment	15,320	0.0
Increase Cost: Substitutes for Germantown & Rockville	13,500	0.4
Increase Cost: Technical adjustment	0	4.2
Decrease Cost: Reduce SIRSI Training/Emergency Consulting - Consulting & Training related to major SIRSI upgrades or unexpected events [Library Services to the Public]	-20,000	0.0
Decrease Cost: Reduce Central Supply and truck rental Budgets [Administration, Outreach, and Operations Support]	-22,230	0.0
Decrease Cost: Pharos Master Lease Internet Session technical adjustment	-29,230	0.0
Decrease Cost: Reduce maintenance costs on 11 Self-Checkout Machines [Administration, Outreach, and Operations Support]	-33,390	0.0
Decrease Cost: Elimination of One-Time Items Approved in FY07	-55,000	0.0
Decrease Cost: Hire new employees at entry and mid-level with lower benefit cost	-108,300	0.0
Decrease Cost: Group Insurance Rate Adjustment	-155,020	0.0
FY08 RECOMMENDED:	40,767,060	427.4
GRANT FUND MCG		
FY07 ORIGINAL APPROPRIATION	141,630	2.0
<u>Changes (with service impacts)</u>		
Enhance: Federal Grant: Three Program Specialist II positions (Safety, Security, and support three branches for increased outreach and programming efforts) [Library Services to the Public]	268,360	2.4
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Grant Award	7,970	0.0
FY08 RECOMMENDED:	417,960	4.4

FUTURE FISCAL IMPACTS

Title	CE REC. FY08	FY09	FY10	(S000's) FY11	FY12	FY13
This table is intended to present significant future fiscal impacts of the department's programs.						
COUNTY GENERAL FUND						
Expenditures						
FY08 Recommended	40,767	40,767	40,767	40,767	40,767	40,767
No inflation or compensation change is included in outyear projections.						
Annualization of Positions Recommended in FY08	0	144	144	144	144	144
New positions in the FY08 budget are generally lapsed due to the time it takes a position to be created and filled. Therefore, the amounts above reflect annualization of these positions in the outyears.						
Elimination of One-Time Items Recommended in FY08	0	-9	-9	-9	-9	-9
Items approved for one-time funding in FY08, including personal computers, printers, and office supplies, will be eliminated from the base in the outyears.						
Labor Contracts	0	1,554	3,107	3,228	3,228	3,228
These figures represent the annualization of service increments, general wage adjustments, and associated benefits. Estimated compensation (e.g., general wage adjustments and service increments) for personnel are included for FY09 and beyond.						
Labor Contracts - Other	0	69	69	69	69	69
These figures represent other negotiated items included in the labor agreements.						
Central Duplicating Deficit Recovery Charge	0	4	0	-7	-7	-7
Departments will be assessed a per-employee charge to recover Central Duplicating's negative fund balance by the end of FY09.						
Clarksburg Library	0	0	0	1,413	1,378	1,378
These figures represent the impacts on the Operating Budget (maintenance, utilities, staff) of projects included in the FY07-12 approved Capital Improvements Program.						
Complete Replacement of Circulation Server	0	4,000	720	720	720	720
Circulation Server (all elements including software) will be replaced during FY09 or FY10 per County practices regarding contracts and the lifecycle of major Information Technology assets.						
Gaithersburg Library Renovation	0	0	11	11	11	11
These figures represent the impacts on the Operating Budget (maintenance, utilities, staff) of projects included in the FY07-12 approved Capital Improvements Program.						
Olney Library Renovation and Addition	0	0	0	0	11	11
These figures represent the impacts on the Operating Budget (maintenance, utilities, staff) of projects included in the FY07-12 approved Capital Improvements Program.						
Reduction of Master Lease for Circulation Server	0	0	-74	-74	-74	-74
Requirements Study: Library Circulation System (Procurement/Lifecycle required replacement)	0	-300	-300	-300	-300	-300
Subtotal Expenditures	40,767	46,227	44,434	45,962	45,938	45,938

PUBLIC LIBRARIES

Departmental Program Structure and Outcome Measures



OUR VISION

Montgomery County Public Libraries is the gateway for easy and equitable access to information, ideas and enrichment - where the lifelong learning needs of people are met by a diverse staff through traditional library services and new methods of information delivery, and where community needs and interests are considered in the planning and provision of all types of library services.

OUR MISSION

The public library offers free and equal access to services and resources to assist the people of Montgomery County in finding ideas and information to sustain and enrich their lives.

OUR VALUES

Montgomery County Public Libraries believes in the right of all individuals to learn and to grow. We value intellectual freedom; quality service; diversity; fairness; professional ethics; and respect for our customers, our community, and ourselves.

OUR KEY RESULTS

1. The library system will provide Montgomery County residents with the current, accurate information that they need for work, school, or personal interests.
2. The library system will provide Montgomery County residents with the library materials and resources they want when they want them.
3. The library system will provide resources to help preschool children develop skills needed to enter school ready to learn.
4. The library system will provide quality customer service to all Montgomery County residents.
5. The library system will operate in an efficient and effective manner.

STRATEGIC DIRECTIONS

1. Expand and develop direct services; strengthen and tailor library collections and facilities to meet the varied needs of each community. This direction statement addresses both the traditional library services provided by Montgomery County Public Libraries and new services or new formats needed to meet the current and emerging needs of Montgomery County residents.
2. Move the information to the user and empower users to help themselves. This direction statement addresses the environment in which we operate, with high customer expectations that change rapidly, a customer base with varying needs, and new tools to provide effective information services.
3. Serve as an essential educational resource enabling and advocating lifelong learning. This direction statement addresses the effective use of library services and resources for education by Montgomery County's residents.
4. Provide equitable access to information and services for all users. This direction statement addresses our fundamental commitment to provide library services for all members of the community.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES

1. Friends of the Library, Library Board, and Local Advisory Committees
2. Montgomery County Public Schools, Maryland Department of Education (Division of Library Development and Services)
3. County elected officials and the community

MAJOR PROGRAM AREAS

1. Library Services to the Public
2. Collection Management
3. Administration, Outreach, Operations, and Support

DEPARTMENTAL OUTCOMES

	FY04 ACTUAL	FY05 ACTUAL	FY06 ACTUAL	FY07 BUDGET	FY08 CE REC
Circulation per capita	13.6	12.1	12.0	11.8	11.7
Circulation per registered library card holder	23.3	21.7	20.1	21.5	18.6
Average number of people using public Internet workstations per public service hour per branch	12.6	13.8	14.7	13.8	16.3
Number of pre-school program attendees	53,361	64,769	66,722	65,000	65,000
Total number of visits to the library	6,972,090	6,323,251	6,250,620	6,156,340	6,250,620

LIBRARIES

PROGRAM:

Collection Management; Library Services to the Public

PROGRAM ELEMENT:

Circulation Services

PROGRAM MISSION:

To structure a comprehensive and responsive collection of materials that meets the educational, recreational, and information needs of a diverse community

COMMUNITY OUTCOMES SUPPORTED:

- An educated and informed community
- Responsive government services
- Equal access to information and services

PROGRAM MEASURES

	FY04 ACTUAL	FY05 ACTUAL	FY06 ACTUAL	FY07 BUDGET	FY08 CE REC
Outcomes/Results:					
Circulation per capita	13.6	12.1	12.0	11.8	11.7
Circulation per registered library card holder	23.3	21.7	20.1	21.5	18.6
Turnover rate of the collection (annual)	4.2	3.9	3.8	3.9	3.8
Number of items circulated (millions)	11.4	11.4	11.4	11.3	11.4
Service Quality:					
Percentage of customers satisfied with the waiting time to obtain materials	NA	NA	NA	TBD	TBD
Percentage of customers reporting the availability of general library materials as "excellent" or "good"	94	NA	NA	TBD	TBD
Efficiency:					
Circulation per workyear	88,697	88,647	88,647	72,856	50,635
Circulation per public service hour per branch	196.7	203.6	193.2	201.8	199.9
Cost per item circulated (\$)	1.04	1.03	1.10	1.26	1.61
Percentage of circulation checked out via self-charge machines	41.0	42.9	43.6	50.0	50.0
Workload/Outputs:					
Registered library card holders (000)	489	525	568	525	612
Annual public service hours (000)	57	56	59	56	57
Size of the collection (000)	2,693	2,944	2,977	2,950	3,126
Inputs:					
Expenditures					
Materials (\$000)	4,845	4,841	5,248	5,927	6,316
Salaries (\$000)	6,993	6,908	7,340	8,358	12,052
TOTAL (\$000)	11,838	11,749	12,588	14,285	18,368
Workyears	128.6	128.6	128.6	155.1	225.4

LIBRARIES

PROGRAM:

Collection Management; Library Services to the Public

PROGRAM ELEMENT:

Networked Services

PROGRAM MISSION:

To provide all Montgomery County residents with electronic access to accurate, timely information and reference services via the Internet and in-library terminals

COMMUNITY OUTCOMES SUPPORTED:

- An educated and informed community
- Responsive government services
- Equal access to information and services

PROGRAM MEASURES

	FY04 ACTUAL	FY05 ACTUAL	FY06 ACTUAL	FY07 BUDGET	FY08 CE REC
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Outcomes/Results:

Online content provided - number of online databases	35	40	43	42	55
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Service Quality:

Availability of online databases (percentage of hours available)	99	99	99	99	99
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Efficiency:

Average number of people using public Internet workstations per public service hour per branch	12.6	13.8	14.7	13.8	16.3
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Average percentage of time that public Internet workstations are used	31	50	56	49	60
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Workload/Outputs:

Number of public Internet workstations	281	262	285	317	330
Number of people using public Internet workstations (per year)	729,953	771,179	868,296	898,702	930,157
Number of searches of online databases	662,461	769,854	871,468	888,897	920,008
Number of visits - Library website	1,180,000	1,284,398	1,484,475	1,632,923	1,796,215

Inputs:

Expenditures					
Online databases (\$000)	445	546	578	560	742
Salaries (\$000)	<u>125</u>	<u>133</u>	<u>155</u>	<u>161</u>	<u>709</u>
TOTAL (\$000)	570	679	732	721	1,451
Workyears	2.0	2.0	2.0	2.0	8.4

Montgomery County, Maryland Public Libraries Locations



BRANCHES

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|-----------------------|---------------------|----------------------|-------------------------|
| 1. Aspen Hill | 7. Fairland | 13. Noyes Children's | 19. Silver Spring |
| 2. Bethesda | 8. Gaithersburg | 14. Olney | 6. Special Needs |
| 3. Chevy Chase | 9. Germantown | 15. Poolesville | 20. Twinbrook |
| 4. Corrections Center | 10. Kensington Park | 16. Potomac | 21. Wheaton |
| 5. Damascus | 11. Little Falls | 17. Quince Orchard | 22. White Oak |
| 6. Davis | 12. Long Branch | 18. Rockville | * Clarksburg (proposed) |

Note: Eight Libraries are also open on Sundays from Labor Day through Memorial Day.